Annual Report 2006

CITY OF VANCOUVER

2007-03930/

MESSAGE FROM THE MAYOR

VANCOUVER

City incorporated: 1886

Named for: Captain George Vancouver

Metro population: 2,116,581

City population: 578,041

Size: 113 square km

I AM PLEASED to present the 2006 Annual Report. And as you read this, we are already off to a busy start in 2007 as we head to the midway mark of our mandate. As Mayor, I have focused on Five Goals for a Better Vancouver to address the issues local residents and businesses care about most:

- strongest local and regional economy in Canada
- civility on our streets and compassionate solutions to challenging social issues
- world leader in environmental practices and sustainable transportation
- most accessible and accountable city in Canada
- premiere destination for the celebration of arts and culture.

This report represents a summary of achievement towards these goals.

Vancouver's economy is experiencing healthy growth. Employment is at a 30-year high and construction is driving growth as we prepare for the Vancouver 2010 Olympic and Paralympic Winter Games. Our economic strength requires the responsible management we are providing. We have frozen business taxes, produced budget surpluses and made strategic investments in infrastructure.

While our future is bright, we still have social challenges that require balance and compassion. Vancouver's Project Civil City captures the opportunity to use the 2010 Winter Games as a catalyst to solve problems that affect our city – particularly access to affordable and supportive housing. We are making great progress in this regard. To preserve our quality of life, protection of the environment is one of our goals. Among other things, we have introduced a groundbreaking EcoDensity plan and demonstrated rapid action in response to the devastating Stanley Park storms.

Comprehensive consultation plans around EcoDensity and Project Civil City demonstrate our commitment to making Vancouver the most accountable local government in Canada. We will initiate new consultation plans related to our five goals in the coming months. Listening to residents has been critical to our success on the arts and culture file too. We hosted a Creative City Conference to cap a year of achievement that included investments to restore the Queen Elizabeth Theatre and establish a cultural precinct downtown.

I want to thank all Councillors and City staff for their work over the past year. We have established a strong foundation for even more success in the future.

Sam Sullivan, Mayor of Vancouver

VANCOUVER CITY COUNCIL

Left to right: Councillors Suzanne Anton, B.C. Lee, Elizabeth Ball, Peter Ladner, Tim Stevenson, Kim Capri, David Cadman, Raymond Louie, George Chow, and Heather Deal.

"Residents of Vancouver are really lucky to have such a great team working for us!"

– Resident

CITY OF VANCOUVER MISSION

To create a great city of communities that cares about its people, its environment and the opportunities to live, work and prosper.

OUR VALUES

Responsiveness: To listen to all the people we work with and serve and to act in a timely and sensitive way.

Excellence: To strive for the best results.

Fairness: To apply unbiased judgement and sensitivity.

Integrity: To be open and honest and to honour our commitments.

Leadership: To set examples that others will choose to follow.

Learning: To increase knowledge and understanding in the workplace and in the community and to grow through our successes and our mistakes.

OUR OBJECTIVES

To enhance community and individual well-being: social, economic, and physical.

To protect and improve the environment.

To provide quality service equitably.

To create a challenging, safe, healthy, and rewarding workplace.

To be fiscally responsible.

To create good government through public participation, internal improvement, and constructive external relations.

MESSAGE FROM THE CITY MANAGER

IN FEBRUARY 2006, we officially started our Olympiad. A large crowd cheered at Library Square as they watched Mayor Sam Sullivan receive the Olympic flag in Italy, signalling the start of our countdown to hosting the Vancouver 2010 Olympic and Paralympic Winter Games.

Now, even more, Vancouver is in the national and international spotlight. Hosting the 2010 Winter Games comes with enormous opportunities and challenges. One of the unique promises that we made is to minimize harm and maximize benefits to Vancouver's inner-city neighbourhoods leading up to and during the Games. The Inner-City Inclusivity Agreement sets out commitments in a number of different areas, including housing, which will guide our actions over the coming years. Construction and planning are also underway for physical legacies that will serve our residents long after the 2010 Winter Games are over, such as the Southeast False Creek development, the Hillcrest curling venue, two new community ice rinks, and the Canada Line transit service.

Housing is and will continue to be one of our most serious concerns. Although the City is not directly responsible for housing, we are aggressively working together with senior levels of government and other partners to find new ways to protect existing low-income housing and to develop more. Two community charters – EcoDensity and Project Civil City – were initiated in 2006 to govern future development. We continue to strive to make Vancouver one of the most sustainable cities in the world. We enacted an Idle-free Bylaw, and are aiming to have 2,010 food-producing gardens in Vancouver by 2010. But these are only some of the areas for which we are responsible. Our citizens expect the best from us in everything we do – from ensuring that our streets are clean and safe, to providing books for loan at the library.

We continue to deliver. I'd like to recognize the tremendous work that the thousands of City of Vancouver employees undertake daily to keep this fine city running.

Our citizens appreciate the work that we do. They tell us through letters and phone calls and continue to voice high satisfaction levels for City services in annual surveys we conduct. Outside organizations also recognize our work. In 2006, we were selected as one of Canada's Top 100 Employers by *Maclean's* magazine, and we were ranked the top North American city in a worldwide quality of living survey conducted by Mercer Human Resource Consulting.

Once again, thank you to all of the staff whose talent, passion and hard work keep Vancouver one of the most appealing places to live in the world.

Judy Rogers

Judy Rogers, City Manager

A BETTER VANCOUVER

FOR THE CITY of Vancouver, our main mandate as a municipal government is to make this the best place we can for our citizens to live, work and grow. This thinking drives our priorities and goals. We are constantly looking at all facets of our communities – trying to determine what we can do to improve things, whether it's through installing and maintaining infrastructure, developing neighbourhoods, setting policies, or initiating programs.

We want Vancouver to remain at the top of the list when people around the globe talk about the best cities in the world to live. We want all our residents to enjoy making their lives here. We know that to achieve this, we have to keep improving services and thinking proactively. In 2006, we continued to meet goals and move ahead.

KEEPING IT LIVABLE

Every citizen in our city should feel that our neighbourhoods and streets are safe, enjoyable, thriving places. In a city the size of Vancouver, which is growing and evolving everyday, we encounter challenges to achieving and maintaining this goal. These challenges are being met with new initiatives that focus on addressing our urban issues, and through ongoing programs that institute positive changes and plans for our city today and in the future.

PROJECT CIVIL CITY

Mayor Sam Sullivan and City Council introduced Project Civil City, a comprehensive proposal to tackle Vancouver's crime and social issues, in November 2006. The initiative aims to reduce homelessness, aggressive panhandling and the open drug market by at least 50 per cent by 2010. The proposal was developed in part through a series of roundtable discussions with local community and business stakeholders; consultations with local service providers, the police, the local health authority and representatives from senior levels of government; and feedback from more than 2,000 Vancouverites through an online survey posted on the Mayor's website.

In December, Council adopted the Project Civil City goals, and approved the establishment of the Project Civil City Implementation Office, including the hiring of a PCC Commissioner to undertake a leadership role towards achieving the targeted goals. A PCC Leadership Council will also be formed and chaired by the Mayor and composed of several provincial and federal ministers who will participate in an advisory capacity.

IN 2006:

Anchoring permits issued in False Creek: 220

Permits applied for through self-registration kiosk: 117

Enforcement: 3 arrests; 10 boats towed

Safety and Order

- In December, the City started a new pilot project, the Municipal Ticket Information system (MTI), which enables bylaw officers and Vancouver Police officers to issue and serve tickets on the spot to the accused. The one-year pilot will focus on 13 key bylaw infractions related to jaywalking; noise; smoking; dog licensing; off-leash violations; business licensing; urinating, defecating, or expectorating in a public place; fighting in public; and bicycle infractions such as not wearing a helmet and riding on a sidewalk. The objective of the program is to promote compliance with regulations while reducing costs associated with the serving process and witness time required from officers to attend court.
- The Clean Streets Task Force, an interdepartmental staff working group, was formed to share information and find solutions to lane cleaning and sanitation enforcement issues. In the summer of 2006, the Task Force ran Project Sweep, a lane cleaning, education and enforcement pilot program which focused on Downtown Eastside lanes surrounding the intersection of Columbia and Hastings Streets. During the pilot, City crews did extra cleaning sweeps of the lanes; encouraged and educated bin users to take a more active role in keeping the area around their bins clean; and determined what resources are required to maintain the area to tackle the problems of abandoned garbage and overflowing dumpsters, and the accompanying health and safety concerns.
- The City's new False Creek anchoring permit system went into effect in August. The City and Transport Canada signed a Memorandum of Understanding to implement restrictions on anchoring in False Creek and to improve access for boaters. Boaters are now required to obtain a free permit to anchor in False Creek anytime overnight or for more than eight hours during the day. False Creek is a very popular area for dragon boating, canoeing, kayaking, public ferries, charter ships, and visiting pleasure boats. This new system will allow the City to manage anchoring to facilitate these activities, improve boater safety, and encourage turnover so that all boaters may enjoy the Creek.

Better Neighbourhoods

- City staff are working with citizens in West Point Grey to complete the last Community Vision for Vancouver's single-family neighbourhoods. Visions are official long-range plans for these areas that outline the directions, needs and aspirations of communities. Meanwhile, the Visions for Dunbar; Kensington-Cedar Cottage; Sunset; Victoria/Fraserview-Killarney; Hastings-Sunrise; Renfrew-Collingwood; South Cambie/Riley Park; and Arbutus/Kerrisdale/Shaughnessy were being implemented through work such as traffic calming, public realm improvements, greening initiatives, and other special projects.
- Community Visions include improvements to key shopping areas and directions for new housing types in various locations. These goals are the focus of Neighbourhood Centres, a term that describes where shopping, services and new housing come together. The first one to be implemented was the Kingsway and Knight Neighbourhood Centre. Council adopted a housing area and public realm plan for Kingsway and Knight in 2004. Construction of the public realm improvements was completed in 2006 and new forms of medium-density housing are under construction. The Norquay Village Neighbourhood Centre Program completed its public program in the spring of 2007 and will report proposals for the centre to City Council in the fall.
- A new community planning initiative has started to update plans in seven neighbourhoods that have existing plans which are more than 20 years old. Most of these communities have significant amounts of medium-density rental housing. Mount Pleasant is the first area to participate in the 30-month community planning process.

Downtown Eastside Revitalization

The Downtown Eastside (DTES) Revitalization Plan, a multi-faceted approach to restoring this area to a healthy, safe and livable neighbourhood continued in 2006.

- As part of the DTES Revitalization Plan, the Chinatown Revitalization Program made more progress in 2006. To further the economic revitalization and cultural development of Chinatown, staff continued to work closely with the community on the Chinatown Community Plan. Initiatives and progress include the following:
  - Two heritage renovation projects are under construction, which will give new active uses to previously under-utilized heritage buildings. City staff are also working with the Society Heritage Buildings Committee, a community-led group with representatives from the Chinatown family associations, to develop a special strategy for the long-term rehabilitation of heritage buildings.
  - A major market residential complex was completed in 2006, adding 230 new residential units to the area, and three new construction projects underway will create another 40 units.
  - The City continues to support local business and tourism organizations to implement initiatives to attract new clients and diversify services. In July, a tourism infrastructure study was completed to further Chinatown's development as a cultural tourist destination. More people visited Chinatown in 2006 for its services and events – the Chinese New Year parade attracted record numbers. Overall vacancy rates have dropped with several new businesses opening.
  - Council approved the detailed design and budget for the Carrall Street Greenway, and a public art plan was completed.
  - Design and capital improvements have been made to public spaces, including Chinatown Memorial Square and the Dr. Sun Yat-Sen Courtyard.
  - The Chinatown Revitalization Program's website, **vancouver.ca/chinatown**, underwent a major redesign to help promote awareness of the program and the area.
- The federal government extended the permit for InSite, Vancouver's supervised safe injection site for research purposes through 2007. This program plays an important role in reducing harm to those who are drug addicted, and helps alleviate issues and costs to our communities. This Downtown Eastside site is the first legal supervised injection facility in North America, and provides a clean, safe environment where users can inject their own drugs under the supervision of clinical staff.

Vancouver Agreement

The Vancouver Agreement (VA) is an innovative urban development initiative established in 2000, in which the federal, provincial and municipal governments work together to make the city a healthy, safe and sustainable place for all residents. Inner-city communities and the Downtown Eastside are priorities. The Agreement has been renewed to March 31, 2010.

- Vancouver Agreement partners have been working with the Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games (VANOC) on several initiatives as part of the Inner-City Inclusivity Agreement, which was developed by the three governments and VANOC to ensure Vancouver's inner-city communities benefit from the 2010 Winter Games. Among the initiatives is Measuring Up, a program to improve access for people with disabilities. The partners have also set up consultation tables to discuss housing, arts and culture, sports and recreation.

"I'm definitely the type of guy that will get on the phone to complain about things, but I've got nothing but good things to say about the City's work..."

– Resident

- The Vancouver Agreement was instrumental in the establishment of the Building Opportunities with Business Inner City Society (B.O.B.) which is implementing economic development and employment strategies in the inner-city communities. In 2006, B.O.B. targeted business strategies in construction, business services, and tourism and hospitality as well as offering individualized training and employment programs for people with barriers to traditional employment.
- In order to address the health and safety effects of sex work on communities, businesses and sex workers, the Vancouver Agreement funded the *Living in Community: Balancing Perspectives on Vancouver's Sex Industry* project. The project was created collaboratively by a coalition of community groups, including those that represent and provide services to sex workers, neighbourhood houses, community safety offices and business improvement associations. In 2006, the project issued a draft report and conducted public consultations across the city.

PLACE TO CALL HOME

There's no place like home but the City is well aware that housing continues to be a challenge for many of our residents. There isn't one magic solution to housing issues in Vancouver and the work requires funding from the provincial and federal governments, as well as partnerships with the community. We continue our efforts to help those who need homes and address related problems by advocating to and collaborating with our government partners to find ways to improve the housing situation in Vancouver.

- The City's main financial contribution to affordable housing is to provide sites. In 2006, the City purchased a site at 1st Avenue and Main Street, and negotiated an option to purchase a property at 1721-1723 Kingsway.
- The 111-unit Performing Arts Lodge was completed in the spring of 2006. The City contributed $5 million to the development of the Lodge, which will be home to seniors and people with disabilities, with priority placement for those in the performing arts.
- Working in partnership with the developer and in exchange for density bonusing, the City will receive a building on Richards Street with 46 apartments of Single Room Occupancy (SRO) replacement housing for low-income singles.
- In partnership with the City, BC Housing, developer Concord Pacific, and the federal government provided funding for a $2.4-million conversion of the Downtown Eastside's Pennsylvania Hotel. The hotel will become a 44-unit housing development for low-income single people.
- The City and Vancouver Coastal Health developed the Supportive Housing Strategy which identifies the need to build 10-15 apartment buildings across the city over the next 10 years to house people with mental illness and addictions. A series of community meetings was held in the spring of 2007, and Council will consider adopting the final strategy in the summer.
- In 2006, City Council hired consultants to develop a new funding model and approach for providing supportive housing for those with mental illnesses and addictions. The consultants' report was presented to Council in March 2007. The City will consult with the non-profit housing and service sectors; the business, development and philanthropic communities; and the general public on the recommendations in 2007.
- Council approved in principle making a number of City-owned sites available at no cost for the development of housing units for low-income singles, including those with mental health and addiction issues, giving housing developed on City sites exemptions from property taxes, and contributing toward the purchase and/or lease and upgrade of SROs.

- In December, Council directed staff to fast-track the pre-development of three downtown sites that were slated for social housing and study ways to introduce more flexibility into the size of new social housing units as a means of creating more units.
- The City participated in the first annual Homelessness Awareness Week in the region (October 16 to 22, 2006) in partnership with the GVRD Regional Steering Committee on Homelessness, Vancouver Coastal Health, BC Housing and others. The event provided direct services such as housing applications, haircuts, veterinarian services, and useful information to the homeless.
- Mayor Sam Sullivan hosted a roundtable meeting on homelessness with 20 community organizations and service providers to discuss ways the City, the regions, and the provincial and federal governments can work together with inner-city community groups and agencies to provide emergency shelter and services.

LOOKING AHEAD

Vancouver is in the midst of a period of time that will change the face of the city. As Host City of the Vancouver 2010 Olympic and Paralympic Winter Games, we will be the backdrop for the biggest event ever taken on by our city. The 2010 Winter Games will bring to Vancouver physical, social, economic and environmental legacies. We are also in the process of redeveloping major tracts of land to build complete and sustainable communities that will become integral neighbourhoods in Vancouver and home to thousands of residents in the years to come.

Olympic Update

The road to the Vancouver 2010 Olympic and Paralympic Winter Games gets shorter with each passing month. Construction is underway for key Olympic venues and plans are being made to welcome thousands of athletes, visitors and media from around the world and engage the citizens of Vancouver. In the past year, several more major steps were taken toward the 2010 Winter Games.

- In 2006, we celebrated the start of Vancouver's Olympiad as Host City of the 2010 Winter Games with a street party in downtown Vancouver. An enthusiastic crowd cheered as they watched the Mayor of Turin, Italy, Host City of the 2006 Winter Games, hand over the Olympic flag to Mayor Sam Sullivan. Soon after, the Olympic flag was raised at City Hall where it will fly through the 2010 Winter Games. The Inushuk at English Bay was illuminated to mark the celebrations. In March 2006, Her Excellency the Right Honourable Michaëlle Jean, Governor General of Canada, unveiled the original 1952 Oslo Olympic flag, which rests in a display case inside City Hall.
- His Royal Highness The Prince Edward, Earl of Wessex, and Her Royal Highness The Princess Edward, Countess of Wessex helped raise the Paralympic flag at Vancouver City Hall in June. The Paralympic flag will fly next to the Olympic flag through 2010.
- Work on Vancouver's Olympic Village – the first phase of the larger Southeast False Creek (SEFC) redevelopment project – began in earnest in 2006. By the end of the year: crews had moved more than 235,000 tonnes of soil (about 13,000 truckloads); the inlet had been cleaned up; the foundations of the Salt Building strengthened; a new island began to take shape at the western end of the site; the area for the new park and wetland had been roughed out; water, storm and sewer mains had been installed; roads laid out; and preparations made for building excavation. When completed in 2009, the Vancouver Olympic Village will comprise 15-20 permanent buildings, as well as many temporary structures. It will house an estimated 2,800 athletes and officials for the 2010 Winter Games. After the Games, construction will continue on the site and by 2020, the new SEFC neighbourhood will be home to 12,000-16,000 residents, with 20 per cent in affordable and modest-market housing.

- The detailed design for the Olympic curling venue at Hillcrest Park was completed in 2006. The facility will be converted into a multi-purpose recreation complex after the 2010 Winter Games. A development permit for the site was approved near the end of 2006, which allowed construction to start on schedule in early 2007.
- Planning and preparations are underway for the redevelopment of the Trout Lake and Killarney Ice Rinks, which will be used as 2010 practice venues and afterwards become part of the event's legacy for the local communities.

Major developments

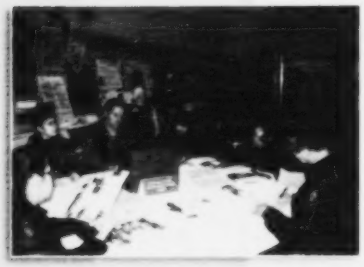
- The overall Southeast False Creek redevelopment involves a total of approximately 32 hectares (80 acres) of former industrial land near downtown Vancouver. The majority of the land is City-owned, but also includes over 12.1 hectares (30 acres) of privately owned land. SEFC will be a mixed-use community, with a focus on residential use, developed at the highest density possible while meeting livability and sustainability objectives. In 2006, processing and approval of rezoning for the Olympic Village site, and six private sites was completed after public consultations. Council approved the SEFC Public Benefits Strategy which establishes area-specific development cost levies, community amenity contributions, and an affordable housing strategy for the private lands. Plans for the street network, utilities, and the public realm plan for the area were also completed.
- The East Fraserlands Official Development Plan was adopted by City Council in November 2006. The ODP will be the development blueprint for this area over the next 25 years. The East Fraserlands is the former site of a mill and made up of 53 hectares of industrial land south of Marine Way and east of Kerr Street to Boundary Road. The ODP provides for a diversity of housing types, a commercial centre and a wide array of public amenities. It also incorporates green technologies and other strategies to enhance the sustainability and livability of the community.

GREENER AND CLEANER

The City of Vancouver is a North American leader in sustainability by continually striving to balance social, environmental and economic needs when making decisions, developing programs and establishing policies. Some of our environmentally sustainable achievements in 2006 include:

- The City started development of the Neighbourhood Energy Utility (NEU) which will be designed to provide space heating and domestic hot water from clean, renewable energy sources to buildings in Southeast False Creek and the Olympic Village. This will result in an up to 50 per cent reduction in greenhouse gas emissions.
- The City continues to be one of North America's leaders in green building development. In addition to its ongoing building code review for improved environmental performance, in 2006:
  - construction began on #1 Kingsway, a LEED® Gold* facility that will include a new community centre, library, childcare centre, and modest-market rental housing;
  - the City secured a commitment from the developer to build all the Olympic Village buildings to LEED® Gold*;
  - design development began on a LEED® Platinum* community centre and the "net-zero" social housing demonstration project (a building that will produce as much energy as it consumes) in Southeast False Creek;
  - staff worked with proponents to achieve increased sustainability performance and green design features on all proposed rezonings and two major cost recovery projects – Oakridge Centre Redevelopment and East Fraserlands.

  * *LEED® (Leadership in Energy and Environmental Design) is the broadly recognized third-party rating system for the environmental design of new buildings that ranges from LEED® Certified up to LEED® Platinum.*
- In May 2006, City Council unanimously passed a motion to develop 2,010 new food-producing gardens by 2010 as an Olympic legacy. Community gardens and other forms of urban agriculture are recognized as important neighbourhood gathering places that promote sustainability, neighbourhood livability, urban greening, community building, social interaction, crime reduction, exercise, and food production.
- City Council enacted the Idle-free Bylaw in July 2006 with the goal of cutting down on greenhouse gas emissions; protecting our air quality; reducing urban noise and vehicle theft; and encouraging people to save fuel. Parking enforcement staff may now issue tickets for any parked vehicles found idling for more than three minutes. Fines are $50 (basic violation) or $100 (heavy trucks and unattended vehicles).
- Vancouver City Hall is undergoing renovations to its buildings to improve energy efficiency and help reduce greenhouse gas emissions generated by our corporate operations. In 2006, energy-saving retrofits included lighting upgrades, replacement of the 70-year-old boiler, cooling system improvements, building automation system upgrades and water conservation measures. These upgrades will result in an annual reduction of greenhouse gas emissions, along with significant electrical energy, natural gas and water savings.



- The City recognizes its buying power and the impact it can have on our community. We select and work with ethical suppliers, and manage our materials in the most sustainable ways possible. The City's purchasing department uses criteria such as the use of alternative fuels, driver training programs and greenhouse gas reduction targets in its bidding process for courier services. In 2006, we have been recycling obsolete computers and cell phones, and ensuring that no corporate electronic waste goes to landfills or is sold offshore.
- The City launched the One Day One School pilot program to support active travel to school. The program focuses on community building and supporting sustainable action in schools, and includes initiatives such as school travel research, best-route mapping, cycling and pedestrian training, and infrastructure improvements. The goal of the program is to reduce greenhouse gas emissions, promote better health and fitness, decrease traffic around schools, and increase community social interaction.
- The City and the Musqueam Indian Band completed an in-stream habitat restoration project at Musqueam Creek, Vancouver's last wild salmon-bearing stream. Boulders, root wads, logs and spawning gravel were put back into the creek, which had been polluted by years of development and urban living.
- The Outdoor Water Saver Kit was introduced in the summer as a way for residents to help prevent water shortages. The kit, made available at a special price for residents, includes tools such as a water timer, rain gauges and a trigger-nozzle hose gun that help save water in yards and gardens.

ECODENSITY

Vancouver is proud to be known as one of the world's most livable cities, but our city has a large ecological footprint, and if everyone lived as we do, it would take four planets to sustain us. In the summer of 2006, the City launched the EcoDensity intiative to address three important challenges: how to grow in a way that is sustainable and reduces the city's ecological footprint; maintain our livability; and improve opportunities to create more affordable types of housing.

The EcoDensity initiative tackles these challenges by recognizing that well-designed density can accommodate this growth. EcoDensity's goal is to build on recent community planning efforts, such as Community Visions, to create communities that are green, livable and affordable. Only 11 per cent of Vancouver's land is occupied by multiple-unit residences, such as duplexes and condos, and almost half the city is occupied by single-family residences. There are many opportunities in all our neighbourhoods to accommodate more people in buildings that are sustainably designed and constructed and are within easy reach of public transit, libraries, childcare, community centres, green space and retail services. Since the EcoDensity intiative launch:

- City Council approved the terms of reference and budget in November 2006. With an EcoDensity Charter, principles and recommended ideas in hand, Council will guide staff in the fall of 2007 on what ideas will move ahead for review and implementation.
- An EcoDensity Ideas Fair was held in March 2007 with almost 1,000 visitors who provided their comments. More community meetings and a forum with Council are scheduled for later in 2007. The kinds of ideas being discussed include: single-family areas rezoned to allow infill, laneway and duplex housing; row houses, townhouses and small apartments on all major streets outside of shopping areas; required green design features on new buildings; car-free areas; and increased requirements for affordable housing in all major rezonings.
- Vancouver audiences have also benefited from experts, including Avi Friedman, Bill Rees, John Helliwell and Edward Mazria, who appeared as part of the EcoDensity Speaker Series.

GETTING US WHERE WE WANT TO GO

Everywhere we go in the city, improvements have been made or are underway that will help citizens get around more efficiently and safely whether they travel by car, transit, bicycle or on foot. Major projects such as the Canada Line, an automated rail-based rapid transit service connecting Vancouver with central Richmond and the Vancouver Airport, will help reshape the public transit system in the city. As well, some of the additions and changes will enhance the look and feel of our streets and build on the beauty and livability of our city.

Canada Line

As construction of the Canada Line progresses, the City ensures that the project meets Vancouver's transportation objectives. Through our precinct and station area planning and station design advice, the transit line and stations will be accessible by walkers, cyclists and bus riders, and development will incorporate densities needed to maximize efficiency. When complete, the Canada Line will be a key addition to the region's transportation network, providing Vancouver with a sustainable transportation alternative that responds to the City's environmental priorities.

With the project on schedule for completion in November 2009, a number of key construction milestones were met in 2006 and early 2007:

- The tunnel-boring machine finished the first of two passes under False Creek, arriving at Granville and Pender Streets.
- More than half of the cut-and-cover tunnel work was completed.
- Foundation and pier construction south of Marine Drive has started, with guideway-beam installation to be completed by fall 2007.
- Restoration work has also started in some sections and access into residential neighbourhoods and local businesses is being restored as intersections reopen. Street restoration near Queen Elizabeth Park has begun, and intersections at 59th, 33rd and 29th Avenues have been reopened.
- City staff moved ahead with planning streetscape improvements through the Cambie Village, which will start immediately following tunnel construction. During two public open houses, community members offered feedback and expressed support for proposals for an art deco theme, sidewalk improvements, street furniture, decorative lighting and landscaping elements for Cambie Street.

"We heartily thank you for all the hard work every City worker did... cleaning and plowing our major streets. We want to express our appreciation of your concern for our safety."

– Resident

IN VANCOUVER:

Permanent street pavements: 1,249 km

Permanent lane pavements: 678 km

Cement concrete sidewalks: 2,164 km

Sewer pipes: 2,010 km

Watermains: 1,437 km

Main Street Transportation Showcase

- Work continued on the Main Street Transportation Showcase, which will be completed in 2007. Forty-two pedestrian bulges have been added to create safer crossings, along with 7,500 square metres of sidewalk, 48 wheelchair ramps, 15 bus shelters, over six kilometres of pavement, and 275 new trees, making the street much easier to use and more enjoyable for everyone. The Showcase project was a partnership between the City, TransLink and the federal government. The City has made $6 million of infrastructure improvements to help transform Main Street into a sustainable transportation corridor.

Around the city

- Major roadwork projects in 2006 included: a $2-million Canada/BC Infrastructure grant for the Broadway Corridor Project to improve transit and pedestrian facilities, and for street improvements and repaving (the City contributed an additional $3.2 million to construct new separated sewer and water systems, and add curbs, sidewalks, trees, and traffic webcams to the area); a $3.2-million project along Commerical Drive (Venables to Grandview Highway North) to provide a new sewer main, water services, 16 blocks of sidewalks, new curbs and gutters and a pedestrian signal; a $4-million corridor renewal project on Blenheim Street (16th Avenue to Southwest Marine Drive) to improve safety, traffic calming and livability; and a $5-million project along Carrall Street (Water Street to Pacific Boulevard) to build the Greenway connecting Chinatown, the Downtown Eastside and Gastown, and redesign the street.
- Through a partnership with ICBC, more than $700,000 in road improvement and safety projects were underway or completed in 2006. Corner bulges were installed at 15th Avenue and Rupert Street; 39th Avenue and West Boulevard; Georgia and Gore Street; and 33rd Avenue and Gladstone. Pedestrian crosswalks were installed along Main Street at 20th, 46th and 62nd Avenue. Full traffic signals were installed at the intersections of Alma Street and Point Grey Road, and Alberta Street and 49th Avenue.
- In 2006, the traffic signal program approved 11 new pedestrian signals, two new full traffic signals and six special crosswalks retrofitted with pedestrian signals.
- Five new bike routes were added to the city – the Chilco and Cardero Bikeways, and the Richards, Dunsmuir, and Burrard Bike Lanes – to help cyclists get around town with more ease.
- Greenways are public corridors for pedestrians and cyclists that connect parks, nature reserves, cultural and historic sites, neighbourhoods and retail areas. In 2006, City Council approved the Carrall Street Greenway, a key route that will link north False Creek with Burrard Inlet, and be a major public realm, community-building and economic revitalization initiative for this area. Other new Greenways added to Vancouver's streetscape were the 11th Avenue/Arbutus Greenway at Maple Street, Avalon Neighbourhood Greenway and the Mt. St. Joseph Hospital Wellness Walkway, along with improvements to the Ontario Greenway at 11th and 42nd Avenues.
- The City's Green Streets program continues to encourage community gardeners to adopt traffic circles or corner bulges in their neighbourhoods and plant in them. In 2006, 245 sponsored gardens in traffic circles and corner bulges added colour and a touch of nature to our streets.

SERVING OUR CITIZENS

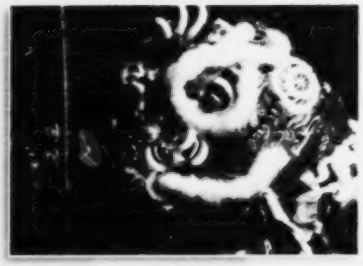
While improvements to our streets and public realm are a major part of what the City provides to its citizens, we also strive to find ways to provide better service overall as an organization. We examine our own business practices, and develop new services and systems that can make things easier or more efficient for our residents.

- In 2006, Council approved the implementation of a 311 system and consolidated citizen service centre to provide a single phone number for non-emergency municipal services and information, available 24 hours a day, seven days a week in multiple languages. The system is expected to result in more streamlined operations and potential cost savings for the City. The City receives approximately 1.4 million citizen requests by phone each year, which currently come in to more than 500 different phone numbers. The goal is for citizens to be able to start dialing 311 by 2009.
- Mayor Sullivan started the Triple-R Review, a major initiative to clarify the roles, responsibilities and relationships of Councillors, staff and citizens with the goal of making Council and the advisory bodies operate more efficiently by reducing bureaucracy and getting City staff, politicians and citizen committees to work together. Council conducted a detailed review of advisory bodies, on which more than 200 members of the public volunteer. The review has resulted in these groups being more closely aligned with Council's priorities so they provide the input, feedback and recommendations that best assist Council. The roles of each advisory body, staff, and Councillor liaisons were also clarified to improve effectiveness, and provide clearer methods of recognizing the contributions of these volunteers. As well, a new code of conduct was adopted in principle to increase accountability and transparency and uphold high standards in the work of Mayor and Council, staff, and advisory body members.
- The City adopted a new corporate visual identity to help our citizens quickly and easily recognize the vast array of programs, services and information delivered to them by their municipal government. The City's coat of arms is now kept for formal, official purposes and the more modern emblem is for day-to-day use. The elements of the new emblem reflect our natural surroundings and the notion of a green, sustainable city.
- The City completed the changeover to an automated garbage and yard trimmings collection program for all residents who receive municipal service. A public survey showed that the large majority of customers are very satisfied overall with the new system and there have been significant reductions in worker injuries and absenteeism due to illness and a cost savings since moving to the automated system.
- The City's Animal Shelter is a community service for dogs and their owners, which rescues lost or abandoned dogs, facilitates adoptions, and is a resource for information. In 2006, the Shelter published an easy-to-use basic obedience guide for dogs entitled *Training Rex in the City* which is available for $5 at the Shelter or City Hall and is posted online.
- In 2006, the Animal Control Bylaw was updated and fines were increased to promote responsible dog ownership. Fines for infractions such as dogs running at large in public or for not picking up after a pet were increased to $250. Changes were also adopted to help promote humane living conditions for dogs; encourage owners to ensure their dogs are in control and well-behaved in public places; and protect people and other pets from aggressive or unsafe dogs.

CITY OF VANCOUVER

"Thanks very much for this exceptional service. Makes my tax bill a little easier to take."

– Resident



"All of the City people we encountered were exceptionally friendly, helpful, respectful of our property and a credit to the calibre of employees working at City Hall."

– Resident

- In June, the City launched a pay-by-phone parking system for all of Vancouver's 7,800 on-street parking meters. Drivers can now call a phone number, pay for meter time through a credit card and extend meter time without going back to the meter. Since the service was launched, up to a thousand transactions a day have been completed. More than 16,000 different users have dialed the system, with an average of 130 new customers each day. It's the first large-scale roll-out of the service in North America.
- Through a partnership with Canada Post, citizens can now receive, pay, and save their City of Vancouver tax notices and utility bills online through **epost.ca**, which provides a modern, convenient alternative to traditional payment options.
- The City of Vancouver was named one of Canada's Top 100 Employers by *Maclean's* magazine. The City was chosen from a field of 1,500 applicants based on categories such as work atmosphere, health/family benefits, continuing education and professional development, and community involvement.

BRIDGING BARRIERS

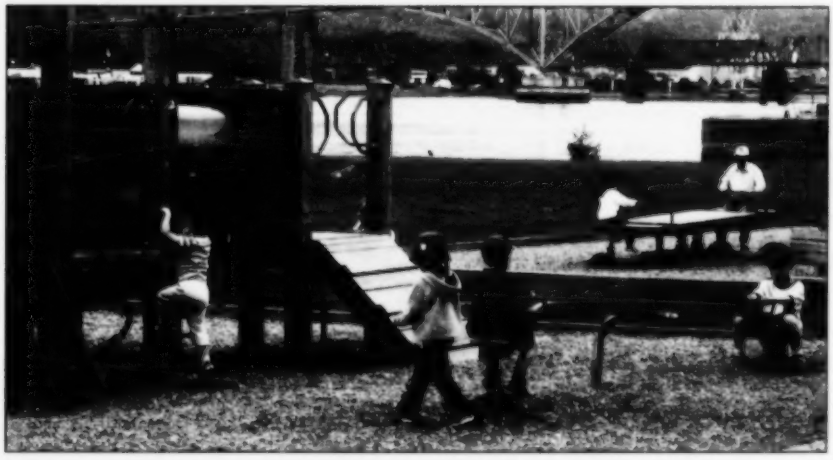
The City of Vancouver recognizes that our diverse population is one of our strengths. We accept, celebrate and support different communities in our city through events and programs throughout the year, and implement changes to assist people with disabilities and make the city more accessible.

- The City's Equal Employment Opportunity Program (EEO) works with staff to create a workplace that respects and welcomes diversity and integrates principles of fairness, diversity, accessibility and inclusiveness in all our policies and practices. EEO delivers workshops and training to support diverse and positive, respectful workplaces. In 2006, City staff took part in 44 crew talks on positive workplaces, and EEO helped coordinate a number of other programs and events, including Diversity Day for staff and the Cultural Harmony Awards, which recognize Vancouverites for outstanding contributions toward promoting cultural harmony in the city.
- The diverse communities of our city were celebrated through annual events at City Hall marking Lunar New Year, Diwali, International Women's Day, and the International Day for the Elimination of Racism.
- Through a partnership between the City and the Knowledgeable Aboriginal Youth Association, Storyscapes Chinatown was launched in 2006.This community art initiative used audio montages and story boards to acknowledge the important places, histories and contributions of Chinese and aboriginal residents in Vancouver and the diverse ways these communities have come together.
- Designated on-street parking spaces for people with disabilities were created in areas with high parking demands. As well, various bylaw changes were made to provide additional on-street parking exemptions to improve accessibility.
- In 2006, 338 curb ramps around the city were completed as part of the City's curb ramp program. The program is an effort to improve the usability of our sidewalks, to accommodate persons with disabilities and assists people with strollers and all pedestrians.

OUR YOUTH, OUR FUTURE

The City continues to support its youngest citizens through assistance with childcare projects, and programs for children, youth and families.

- Initiatives to assist children and their families continued in 2006 with the planning and development of 27 childcare projects. As well, two new childcare facilities and one new temporary facility were completed. The Bayshore Gardens Childcare Centre, a city-owned facility, provides 49 new childcare spaces. The Sunset Day Care Centre, providing 25 new spaces, is a collaborative effort with the non-profit society owning the building, the province contributing financial support and the City providing the land. Vancouver Community College opened its new temporary facility with 37 spaces. A permanent child care centre for 49 children will be provided in one of the new buildings after the campus redevelopment is finished.
- The City of Vancouver and other public partners, including the Vancouver Public Library, Vancouver Park Board, Vancouver School Board, Ministry of Child Development and Family and Vancouver Coastal Health signed the Memorandum of Understanding, entitled *Advancing an Integrated Neighbourhood System of Early Childhood Development, Learning and Care Services in Vancouver*. The Memorandum of Understanding is intended to maximize developmental opportunities for children through greater collaborative planning, setting of priorities, service integration and capacity building. A steering committee has been established to advance these efforts.
- As part of our ongoing commitment to work with youth and ensure they have a place and voice in the city, YouthPolitik was launched in 2006. YouthPolitik was a four-week program in which young residents took part in a series of fun events, workshops and skill-building activities, concluding in a City Council session. Youth teamed up with elected officials to learn about Council processes, debate topics of interest, and create plans of action for their own communities.
- In November, the City hosted Get Plugged In!, a high-energy event for 14-to-25 year olds, prevention service providers, parents, policy makers, funders and the general community. Participants took part in a one-day session that featured workshops to learn more about preventing harm from substance abuse.



CELEBRATING OUR CREATIVITY

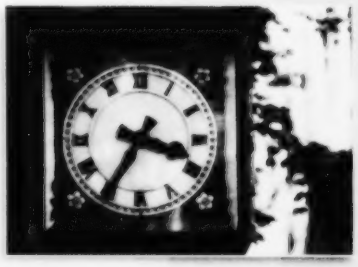
Arts and culture play a vital role in the livability of any city. The City of Vancouver strives to promote: creativity and excellence in the cultural life of our city; diversity in the artistic life of the community; financial and operational efficiency in our cultural organizations; the existence of facilities that support the creation and presentation of arts in Vancouver; and the opportunity for residents and visitors from all walks of life to enjoy and participate in cultural activities.

- City Council has approved the creation of a Creative City Task Force, comprising two City Councillors and community representatives from arts, cultural, business, education and tourism sectors who work with City staff to develop a new arts and culture plan to guide the City's role in the creative sector over the next 10 years. In 2006, the third phase of the Task Force's planning process was completed and an extensive community consultation phase is planned for 2007.
- 2010 LegaciesNow, a not-for-profit society that helps communities create social and economic opportunities leading up to and beyond the Vancouver 2010 Olympic and Paralympic Winter Games, contributed $20,000 to the planning and development of the City's new arts and culture plan.
- The $5.9-million acoustic separation of the Queen Elizabeth Theatre and the Vancouver Playhouse was completed in 2006. The theatres were originally designed with the stages back to back, and sound from one theatre was audible in the adjacent venue, challenging audiences and artists alike. The sound separation work will prevent sound leaking from one theatre to another, enabling both theatres to be used concurrently.
- In March 2006, Council endorsed a coordinated planning partnership between the City and the Province of British Columbia to develop a multi-phased major downtown cultural precinct and accepted a contribution of $5 million from the Province to be put towards planning and development. The first phase of the planning process was also approved in 2006.
- For the second time in the 18-year history of the City of Vancouver Book Awards, two publications were chosen as co-winners in 2006: Jean Barman's *Stanley Park's Secret* (Harbour Publishing) and James Delgado's *Waterfront* (Stanton Atkins & Dosil). Both were cited by the independent jury for excellence in their quality of research and craftsmanship of design.
- Several new public art works debuted in Vancouver in 2006. *The Aperture Project*, a banner installation in the windows of the Central Library promenade, continued with the work of artists Kyla Mallett (December 2005-May 2006) and Ed Pien (June 2006-February 2007) on display. *Khenko*, a wire sculpture of a heron with a recently swallowed fish visible in its belly and four large sails that move with the wind, was installed in George Wainborn Park. The winning manhole cover designs by artists Jen Weih, and Kelly Cannell and Susan Point, chosen from the City's Art Underfoot competition, were created and installed on city streets. *Time Top* by Jerry Pethick is a bronze piece about time travelling with the look of a 1940s-style space ship encrusted with sea life. It was installed on the north side of False Creek just west of the Cambie Bridge in 2006. Information on all of the new works installed in 2006 through the City's three public art programs is available online at **vancouver.ca/publicart**.

PRESERVING OUR HISTORY

Vancouver is a relatively young city that is constantly changing. However, our past is invaluable to us. It reminds us where we've come from and how it has shaped the city we are today. It holds memories of years gone by and lessons for the future. Through the City Archives, Heritage Group, and other departments, the City works to preserve and honour pieces of our history.

- In 2006, the Vancouver Archives received 74 new acquisitions from private collections which included maps, documentary art, audio tapes, film and compact discs.
- The Archives also made significant strides in its efforts to digitize its holdings, with 2,810 photographs; 2,784 bylaws (11,329 pages); 57 documents; 546 pages of *Early Vancouver, Volume 3*; and 103 motion pictures converted to digital form in 2006.
- Bricks from the historic Woodward's department store building in downtown Vancouver were sold to the public with proceeds going to an employment program that helped disadvantaged youth build careers in construction and trades. More than $15,000 was raised through sales to people who wanted a small piece of local history.
- Although the original Woodward's structure was taken down for the redevelopment of the site, the original 1903 corner façade of Woodward's is being restored as part of the new site. As well, the neon W, which stood atop the building and was a fixture on the Vancouver skyline, has been preserved and stored during redevelopment.
- The Gastown Steam Clock, one of Vancouver's most popular tourist attractions, underwent the first phase of its planned refurbishment. The electrical system was overhauled to fix the steam whistle and the clock's ability to play songs.
- Through the City's Heritage Group programs, 28 heritage sites around the city were protected through Council-approved bylaws. The City also led a joint project with the Vancouver School Board to establish community heritage values for 109 public schools in the city.
- In September, the City's Mountain View Cemetery held a dedication ceremony to mark the completion of a special area that commemorates infants buried in the cemetery between 1914 and 1971.The area is the last resting place of more than 6,600 children, most of whom were stillborn or died shortly after birth. They were buried in communal graves without individual markers, a common practice during these decades. The area was newly landscaped and a memorial streambed was added and filled with river stones, one for every infant buried in the area.



THE CITY OF VANCOUVER ARCHIVES HOLDS:

1,136 linear metres of City records

861 linear metres of private records

1.5 million photographs

2,000 works of documentary art

250 audio records

209 moving image records

6,800 maps

5,817 City publications

13,165 pamphlets

40 MB of digital holdings

31,217 architectural drawings

1,455 postcards

VANCOUVER PUBLIC LIBRARY

IN 2006:

Materials borrowed:
Over 10,000,000

Number of Visits: 6,574,204

Vancouver residents with a VPL card: 50%

VPL holdings: 2.7 million items

Reference questions answered: 940,947

Library programs: 7,743
(with a total of 233,420 attendees)

New titles added to the collection: 50,829

The Vancouver Public Library is the third largest public library system in Canada with more than 373,000 cardholders and 10 million items borrowed annually. VPL is accessible to all Vancouver citizens who are served by the Central Library, 20 branches, collections available in a variety of formats and languages, and Outreach Services to home-bound patrons.

Record-breaking year at VPL

2006 was a banner year for the Vancouver Public Library. A record-breaking 10 million items were borrowed by library users. More than six million people visited VPL branches, one million reference questions were answered by library staff, and a total of 233,420 people of all ages attended over 7,700 programs at libraries across the city.

VPL coordinates BC's AskAway reference service

Residents now have more access than ever to reliable online assistance from their library. In 2006, VPL joined with other BC libraries as part of a new province-wide virtual reference service, AskAway (**vpl.ca/askaway**). AskAway offers the same instant, personal, and knowledgeable support that people have come to expect from VPL's live online reference services. AskAway connects residents to library staff from 46 libraries and 20 post-secondary institutions, and extends VPL's hours of service – Sundays to Thursdays (10 a.m. to 10 p.m.) and Fridays to Saturdays (10 a.m. to 5 p.m.)

Working Together

VPL continues its leadership role in Canada's Working Together project. Working in partnership with the Regina, Toronto and Halifax public libraries, and made possible by a funding agreement with Human Resources and Social Development Canada, the project creates community development strategies for engaging socially excluded communities in library services. It focuses on proactively building strong relationships with individuals and community groups and learning how to identify and break systemic barriers that keep marginalized residents from accessing the library's resources. For more information, visit **librariesincommunities.ca**.

Helping families build essential literacy skills

Last fall, VPL launched Kinder Card'n, a pilot program to encourage kindergarteners and their parents to get their first library card and read together. Librarians visited 40 kindergarten classes in the first year of the program which was made possible thanks to support from the VPL Foundation. If funding is secured, the program will be expanded in 2007 to include visits to all 91 elementary schools and almost 4,000 children. VPL also worked with the Ministry of Education on Every School Child a Card, a campaign to encourage school-aged children and teens to get library cards. Both programs help to increase family literacy and strengthen VPL's partnership with the Vancouver School Board.

It's in the bag!

For the first time, VPL offered an affordable, attractive, and eco-friendly alternative to disposable plastic bags. The multilingual bags are so popular that the first 5,000 sold out in a few weeks. Since the launch, VPL has received enquiries about the bags from across Canada. Bags may be purchased from any VPL branch or at book'mark, the store at the Central Library.

Curious Kitties

VANCOUVER BOARD OF PARKS AND RECREATION

Our city is a mosaic of more than 200 parks, large and small. Its edges are defined by long stretches of beautiful beaches and seawall walks, providing waterfront access within easy reach of most areas of the city. A community centre, pool, ice rink or fitness centre is located within walking distance of every doorstep, and residents will find programs, services and staff to serve their recreational and leisure needs.

In 2006, the Vancouver Park Board made significant improvements and additions to these important urban amenities and is always striving to help our residents get connected, be more active, and make our city healthier and greener.

Increasing participation — Healthier residents and communities

- The Park Board launched the Active Communities Vancouver program to inspire and support residents to become 20 per cent more physically active by 2010. An interactive website has walks, maps, calorie counters, event information and more.
- Staff completed the online registration system for recreation programs, allowing residents to sign up for courses and pay from their home computers.
- A citizen-based Dog Strategy Task Force was formed to research and make recommendations to balance the needs of all Vancouver's park users around urban dogs.
- Residents participated in planning for the development of Nelson Park, China Creek Park, the 37th Avenue and Oak Street park site and Olympic venues.
- More than a dozen community building projects were funded through the Neighbourhood Matching Fund, such as Riley Park's Stepping Through our Neighbourhood Project, in which neighbours created circular pebble mosaics to install in the boulevards and in local Grimmett Park.
- Park visitors enjoyed the Rest and Read project in which stories written by seniors were affixed to benches in Jericho and Charleson Parks.
- For the first time, the Park Board's annual report was printed in Chinese as well as English to share information about our programs and services more broadly.

Renewing our aging facilities — Meeting future needs

- The Park Board opened the state-of-the-art $11 million Killarney Leisure Pool, the first indoor pool built in Vancouver in 25 years, featuring ozone-treated water, play features, wheelchair access points to both the leisure and lap pool, natural light and magnificent views of the North Shore mountains.
- Significant progress was made on the construction of the new Sunset Community Centre at Main and 51st Avenue, slated to open in 2007 to replace one of the oldest centres in the city.
- A new community centre for Mount Pleasant is under construction as part of the civic centre being built at Main and Kingsway that will open in spring 2008.

Improving our parks — Accommodating growth

- Falaise Park was redeveloped with a new wetland area, creating an environment where native plants and wildlife can thrive.
- Quilchena Park was reopened with a new neighbourhood skateboard park, pathways, a formal entrance plaza, new trees and benches, improved drainage and a plaza that was funded by Vancouver's Hellenic community.

- The official opening of Slocan Park was held last fall after the completion of an open-sided, multi-use shelter that provides a space for daily tai chi groups and neighbourhood events. This new feature completes the park renewal plan.
- Eleven playgrounds were redeveloped around the city in Robson, Teaswamp, Charleson, CRAB/Portside, Killarney, Trafalgar, Cariboo, Slocan, Pandora, Connaught and David Lam Parks, supporting active play for young children.
- A new artificial turf field was opened at Point Grey Secondary School/Kerrisdale Park, a joint project of the Park Board and the Vancouver School Board to meet the growing needs of field-sport users and increase participation in sports.
- The severe windstorms that hit Stanley Park in December levelled 45 hectares of forest, downed 10,000 trees and damaged part of the Seawall, but also created an unexpected opportunity to create a healthier, more balanced, west coast forest. A $9-million restoration plan is underway in the park.

Being financially responsible – Accountability and enterprise

- A new, more business-oriented strategy for managing food concessions in our parks was developed to improve revenues and repair aging facilities.
- More than $1 million was raised through donations to the Park Board from residents and corporations, providing additional opportunities for important parks and recreation services.
- A marketing review was completed for the Park Board's three major golf courses. Revenue from the courses provides significant budgetary support for other Park Board recreation facilities and programs.
- Despite a series of snow and wind storms in the latter part of the year that added unexpected operating costs from damage to parks and loss of revenues in Stanley Park and VanDusen Gardens, the Park Board sustained only a modest 0.5 per cent operating budget deficit.

Striving for more sustainable practices and safer parks

- The Park Board helped promote the City bylaw that restricts pesticide use on private property and supports a more sustainable, healthier environment.
- A management and stewardship plan for the 185-nest Stanley Park heronry was developed with the support of the Stanley Park Ecology Society.
- Fair trade products, such as coffee, sugar and chocolate bars, were part of the new Ethical Purchasing Policy adopted by the Park Board.
- Energy costs were reduced throughout the parks and recreation system because of initiatives such as the heat recovery system and the use of LED lights for holiday displays.
- Staff began compiling an inventory and maps of the natural areas in parks, including ravines, woodlands, streams, lakes and marshes to support the conservation of these areas.
- The number of park rangers who are on duty over the summer months has almost tripled since the program began seven years ago to assist visitors and reduce safety concerns in our major parks.
- With the support of the Friends of Clark Park, one of many ParkPartner groups that support our park system, Park Board staff worked with residents to revitalize the park through clean up of debris, clearing invasive plants and painting park facilities.

VANCOUVER FIRE AND RESCUE SERVICES

Vancouver Fire and Rescue Services is committed to providing high quality, cost-effective services for the people who live and work in the city. Protecting life, property and the environment in the city are primary objectives of VFRS, which responds to a wide variety of emergency and non-emergency incidents. With 793 uniformed personnel and 30 civilian staff, the department is made up of firefighters and several other divisions such as: community services, emergency medical services, facilities maintenance, fire prevention, special teams, support services and training. VFRS operates 20 fire halls, a training academy, and two fire prevention offices.

Community Services

- The Emergency Preparedness section presented training to 2,733 people in 2006.
- The Public Education section used its Fire and Life Safety House to deliver safety messages to all Grade 3 students in Vancouver in both public and private schools.
- The section also operates portable fire extinguisher training and juvenile fire-setter intervention programs. In 2006, 4,178 children took safety and education training in the fire halls. Many safety presentations were also given to senior citizens in the community.

Emergency Medical Services

- The EMS division participated in Pre-Hospital Care Committees organized by the Fire Chiefs' Association of BC and Greater Vancouver Regional District Fire Chiefs Association to discuss regional issues and look at the role of "first responders" in pre-hospital care.
- More than $400,000 of auto-extrication equipment was added to the division which further enhances responses to motor vehicle or transit accidents.
- Through VFRS blood pressure and cholesterol testing clinics, more than 250 local citizens were tested.
- The CPR program now has 41 community CPR instructors and has trained 40,000 Vancouver citizens in CPR since its inception. Last year, 4,512 people received training in the 564 courses offered.

Fire Prevention

- The 29 members of the Fire Prevention division completed 12,250 inspections.
- The Fire Bylaw was amended in September 2006 to place increased restrictions on the sale and use of consumer fireworks (also called family fireworks) with the objectives of improving safety, reducing damage, and minimizing associated nuisance noise levels. The Fire Prevention Office also presented a brief to Council regarding a proposed ban on fireworks, an issue that will be further explored in 2007.
- Deputy Chief Fire, Prevention Les Sziklai continued his involvement as Co-Chair, Fire Advisory Committee for the Vancover 2010 Olympic and Paralympic Winter Games, which includes all municipalities and districts who will be participating in and affected by the Games. This committee worked to produce recommendations to the Organizing Committee for a cross-jurisdictional approach to fire safety.
- The Fire Prevention Office continues to be a vital part of the Grow Busters Team, providing two inspectors who work with the team twice a week to deal with marijuana grow operations and the fire hazards they pose. Such operations have been increasing in multi-residential buildings and the team has shut down as many as five marijuana grow operations in a day.

Fleet Maintenance

- In 2006, Fleet Maintenance added 49 sets of life-saving rescue tools to its collection.
- The division performed 52 commercial transport inspections of heavy apparatus; tested 20 aerial ladder trucks; and maintained, tested and repaired 175 ground ladders, 51 light-duty vehicles, and five fire boats.

Special Operations

- VFRS entered into a Memorandum of Understanding with Health Canada Physical Emergency Preparedness and Response in 2006, which will help enhance the Hazardous Materials (hazmat) Team's training and ability to deal with chemical, biological, radiological, nuclear, and explosive events.
- In March, 13 more hazmat technicians were added to the team after they completed training. Currently, 169 VFRS members are trained to National Fire Protection Association hazmat standards.
- The hazmat teams responded to 446 incidents including clandestine labs and "white powder" scares.
- The Technical Rescue team has 128 members trained in high-angle rope rescue and confined space rescue. The team responded to nine incidents and conducted 5,340 hours of training in 2006.
- VFRS participates in a consortium with five other regional fire departments to provide waterside fire protection for jurisdictional waterways. A total of 150 members of VFRS are trained to operate fire boats. In 2006, 11 members attended Pacific Marine Training Institute training, followed by 100 hours of hands-on training to work toward certification.

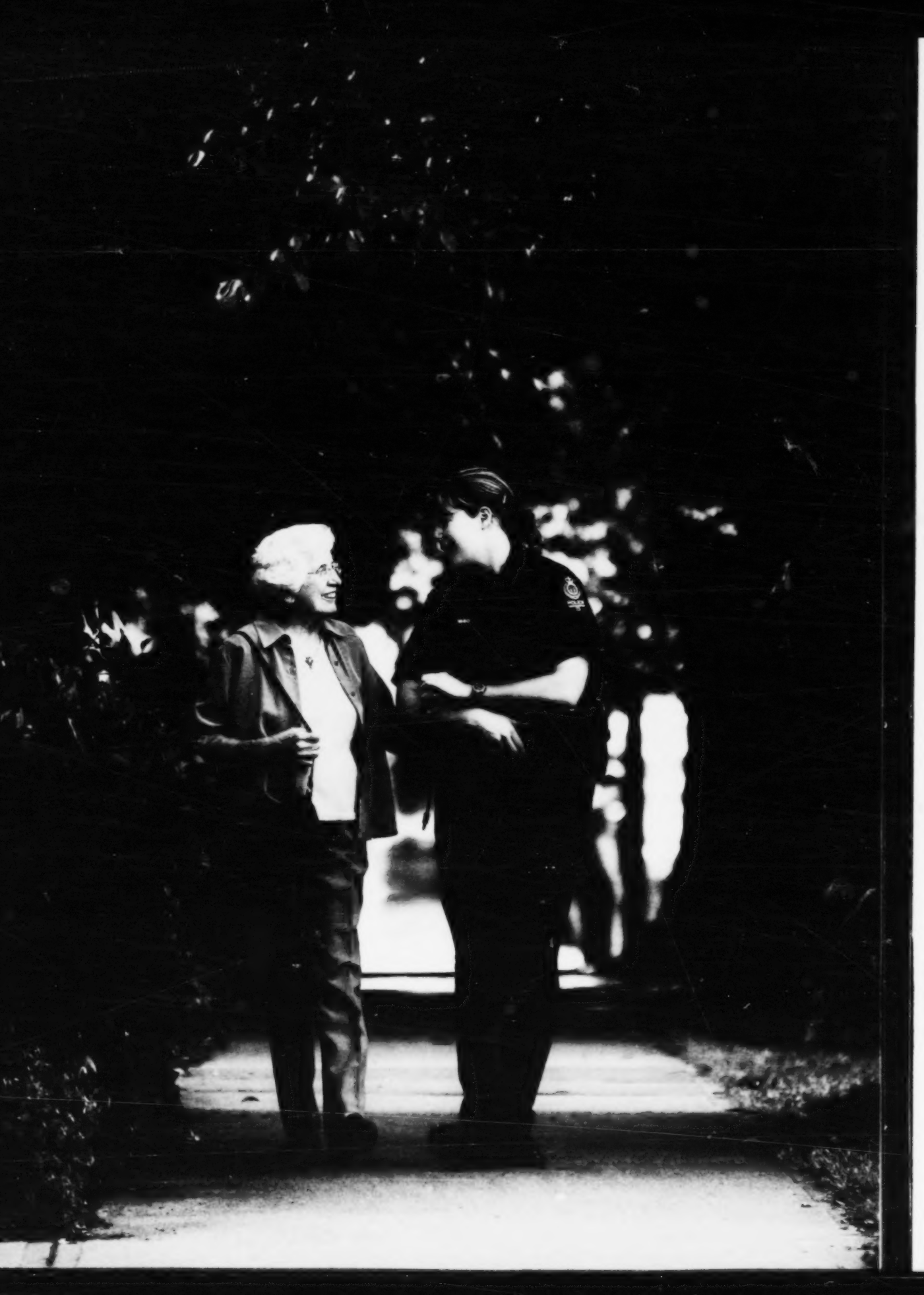
Training Division

- More than 580 members were trained in the use of new computer software called FDM (Fire Department Management) in 2006.
- The division continues to cross-train structural fire fighters in wildlands fire fighting with 124 members being trained in wildlands techniques in 2006.
- Last year, the division trained 35 members as emergency vehicle operators; registered more than 2,000 students for training events; scheduled over 300 training events for fire fighters and officers, and held 139 special community events.

IN 2006, VFRS:

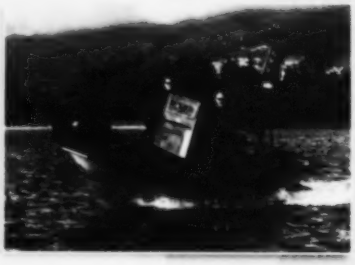
Conducted 12,750 inspections

Responded to 42,814 incidents



VANCOUVER POLICE DEPARTMENT

The Vancouver Police Department is a diverse police force, reflecting the communities and lifestyles that make up our city. It's one of the largest municipal police forces in Canada, and recognized as an innovator in Canadian law enforcement. The department works to fulfil its mission statement to maintain public order, uphold the rule of law, and prevent crime while upholding its values – integrity, professionalism, accountability, and respect.



- Working in conjunction with the National Weapons Enforcement and Suppression Team (NWEST), the Emergency Response Team (ERT) participated in a firearms amnesty program. During the amnesty period in June 2006, the VPD received 214 calls for service and recovered 57 handguns, 128 rifles, 45 shotguns, 64 replicas/pellet/air guns and 9,700 rounds of ammunition.
- The Youth Services Section - School Liaison Unit made over 400 presentations to more than 50,000 students this past year. Topics included Internet safety, bullying, drug awareness, gangs, domestic violence, and street racing.
- The Gang Crime Unit interviews suspects who are arrested with a firearm. The interview is focused on gathering intelligence on firearm trafficking. To date, 14 firearms have been located.

- In 2006, Drug Unit investigations resulted in the seizure of more than 92 kilograms of cocaine and the forfeiture of more than $800,000. This far exceeds seizures in past years.
- The Grow Busters team dismantled 134 marijuana grow operations, seizing $65.3 million worth of marijuana and $1.1 million worth of equipment. Also seized was $233,495 in cash.
- The Forensic Video Unit handled approximately 900 cases in 2006. One case alone (the kidnapping of Graham McMynn), required hundreds of staff hours to process and prepare hundreds of hours of video evidence for the trial of the accused.
- Through Project Sweep, VPD members partnered with City Sanitation and Engineering departments to do a major cleanup in the 100-block East Hastings area and adjacent lanes. This cleanup made a dramatic impact on the livability in the area and showed that with the appropriate resources, quality of life can be improved.
- Project Alchemy targeted metal recycling businesses that are accepting stolen property. The undercover project involved operators bringing in obviously stolen property to businesses. All of the businesses received substantial licence suspensions. This project is now being expanded throughout the Lower Mainland with the RCMP taking the lead for all of their jurisdictions.

- In February 2006, Constable Mark Steinkampf developed a process of using the Immigration Act to remove foreign refugee drug dealers from the Downtown Eastside. Thirteen people who are in the refugee process have area restrictions and curfews, seven were detained by Immigration, and 21 have been deported.
- The Enhanced Drug Initiative took a strict enforcement approach to any drug trafficking or use on school grounds, playgrounds, or in front of businesses. This was in response to citizens and school staff complaining about the quantity of needles in parks and schools, and individuals using those spaces for illicit activity. We have seen a dramatic reduction in the number of needles in these spaces. This project is ongoing.
- In 2006, there were 36 fatal collisions in the the city. Fifty-five per cent involved pedestrians, many seniors. Fifty per cent of the fatal pedestrian collisions occurred between October 26 and December 31 and the average age of victims was 62. The Traffic Section started presentations to seniors to give them safety tips. In October, VPD along with ICBC and the City's Engineering department introduced new Vancouver Police traffic pedestrian safety posters for seniors and reflective wristbands. Both of these initiatives involved community partners, including London Drugs Insurance Services, Roswell Insurance Services, and Tony Lau Insurance.
- The Traffic Section ran a project that dedicated an established minimum number of hours to a problem corridor, Knight Street, which was selected because of the high number of collisions on it. The goal was to lower the number of injury collisions. The four-month project led to almost 12,000 tickets, 3,600 additional officer hours deployed, and resulted in lower speeds, and an almost 20 per cent drop in collisions according to ICBC statistics.
- On January 30, 2006, a murdered woman was found on the grounds of Vancouver City Hall. More than 40 members worked tirelessly to solve this crime. On March 11, 2006, the accused was arrested in Calgary.
- The brazen daylight kidnapping of the son of a prominent Vancouver businessman from the Southlands area of Vancouver drew both national and international media attention. An intense nine-day investigation, involving many police agencies both at home and abroad, culminated in the rescue of Graham McMynn and the arrest of his abductors. The Robbery/Assault Squad commenced the investigation and subsequently arrested and charged seven people with kidnapping (using a firearm).

AWARDS

- The Mole Hill Housing Project was one of the winners in the Canada Mortgage and Housing Corporation's Housing Awards Program, which recognizes housing initiatives that have contributed to improving affordability. The project redeveloped and restored 27 City-owned downtown houses, which provided 168 units of non-market housing; protected and restored the houses' heritage features; and incorporated green building features.
- The City of Vancouver was selected as one of Canada's Top 100 Employers by *Maclean's* magazine.
- The Vancouver Park Board received three awards from the Canadian Society of Landscape Architects for its achievements, expertise and quality in landscape architecture.
- The City won a Federation of Canadian Municipalities – CH2M HILL Sustainable Community Award for its ambitious Southeast False Creek Sustainable Transportation Strategies, which will provide a wide range of ecologically, socially, and economically sustainable choices for future residents of the area.
- Vancouver received a Municipal Energy Award from the Canadian District Energy Association for "Visionary Municipal Leadership Encouraging Community Sustainability Through District Energy."
- Vancouver's Living First Strategy for Inner-City Growth and Revitalization through the Central Area Plan was selected as one of five winners of a Charter Award from the Congress for the New Urbanism in "The Region: Metropolis, City, and Town" category. The Charter Awards honour exceptional designs that complement, enhance, or even repair built and natural environments.
- In 2006, Vancouver was the top-ranked North American city – and third overall – in a worldwide quality of living survey by Mercer Human Resource Consulting.
- The City was part of a working group on homelessness, mental illness and addictions that was recognized with a Premier's Award for Partnership. Nominated for its work in support of the provincial task force on homelessness, mental illness and addictions, the group was a partnership between provincial ministries, the federal government, municipalities and other agencies.
- The Vancouver Park Board, along with LEES + Associates Consulting Ltd. and a community steering committee, received a British Columbia Recreation and Parks Association (BCRPA) Environmental Leadership Award for the Everett Crowley Park Management Plan, which details strategies for the future care and protection of the park.
- The City received an Industry Achievement Award from the North American Society for Trenchless Technology (NASTT) for its contribution in the development and support of the trenchless technology industry. By reducing the need for surface excavation, "no-dig" technology can help to minimize environmental damage and the associated costs of underground work.
- For the fourth consecutive year, the City of Vancouver's chief administrator, Judy Rogers, was ranked in the top 100 of Canada's most powerful women by the Toronto-based Women's Executive Network.

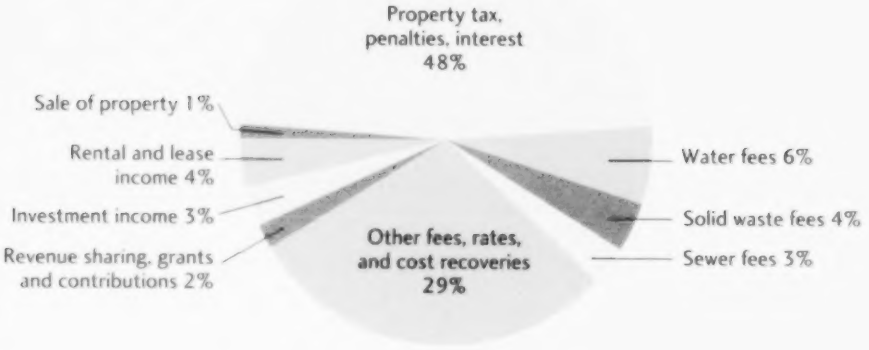
CITY OF VANCOUVER
Consolidated Statement of Financial Position

As at December 31 ($000s)	2006	2005
FINANCIAL ASSETS		
Cash	$ 71,528	$ 71,107
Temporary investments	630,783	720,430
Accounts receivable and accrued interest	71,960	63,863
Local improvement receivable	15,432	16,375
Property taxes receivable	22,238	21,254
Lease agreement receivable	56,225	51,581
	868,166	944,610
NON-FINANCIAL ASSETS		
Inventory	13,807	12,159
Capital assets	9,096,785	8,180,974
	9,110,592	8,193,133
	$ 9,978,758	$ 9,137,743
LIABILITIES		
Accounts payable and accrued liabilities	$ 300,899	$ 260,234
Mortgage and loan agreements	66,923	70,235
Long term debt	428,631	566,026
Deferred income	73,692	53,250
	870,145	949,745
ACCUMULATED EQUITY		
Equity in capital assets	8,652,316	7,597,434
Reserve for debt retirement	92,621	167,864
Reserves	339,149	294,826
Fund balances	132,240	234,692
Obligations to be funded from future revenues	(107,713)	(106,818)
	9,108,613	8,187,998
	$ 9,978,758	$ 9,137,743

CITY OF VANCOUVER
Consolidated Statement of Financial Activities

Years ended December 31 ($000s)	2006	2005
REVENUE		
Property taxes, penalties and interest	$ 507,511	$ 482,323
Water fees	68,859	67,262
Solid waste fees	42,790	38,629
Sewer fees	33,185	34,103
Other fees, rates and cost recoveries	313,227	315,923
Revenue sharing, grants and contributions	18,586	46,143
Investment income	30,079	23,770
Rental and lease income	43,020	37,959
Sale of property	8,055	5,967
	1,065,312	1,052,079
EXPENDITURES		
General government	115,900	126,987
Police protection	179,566	165,755
Fire protection	81,370	79,121
Engineering	171,151	128,703
Water utility	69,832	67,362
Solid waste	45,316	46,457
Sewer utility	80,029	83,914
Planning and development	64,117	61,528
Recreation and parks	160,259	151,537
Community and cultural services	92,968	100,706
	1,060,508	1,012,070
NET REVENUE	4,804	40,009
DEBT, TRANSFERS AND OTHER		
Debt		
Principal repayments	(139,072)	(27,680)
New issues	–	124,601
Net transfers (to) reserves	30,922	(79,305)
Change in obligations to be funded from future revenue	894	6,022
	(107,256)	23,638
CHANGE IN FUND BALANCES	(102,452)	63,647
FUND BALANCES		
Beginning of year	234,692	171,045
End of year	$ 132,240	$ 234,692

REVENUE SOURCES


Property tax, penalties, interest 48%
Sale of property 1%
Rental and lease income 4%
Investment income 3%
Revenue sharing, grants and contributions 2%
Other fees, rates, and cost recoveries 29%
Water fees 6%
Solid waste fees 4%
Sewer fees 3%

EXPENDITURES